

National Aeronautics and  
Space Administration

**George C. Marshall Space Flight Center**  
Marshall Space Flight Center, AL 35812



April 25, 2002

Reply to Attn of: QS40

TO: Distribution

FROM: QS40/Don Miller

SUBJECT: Minutes of the Marshall Management System Implementation Team Meeting

The Marshall Management System (MMS)/ISO 9000 Implementation Team held its regular team status meeting on Wednesday, April 24, 2002. The meeting began at 1:00 p.m. in Building 4200, Conference Room 409. The roster of attendees for the meeting is included as Enclosure 1. The agenda for the meeting is included as Enclosure 2.

Corrective Action Status (Jim Thomason/HEI):

There has been no change in the status. There are currently three open RCARs, with all three in a yellow status. Two are pending DCB action, and one is pending action by the CAB. The status charts are included as Enclosure 3.

NCR Status (Warren Woods/QS40):

There are no late NCRs at this time.

Audits of Resident Offices at KSC (Don Miller/QS40):

John Pea/MP71 is at KSC this week. He will be providing training/information to the resident office personnel in order to prepare them for the upcoming internal MSFC audit and the surveillance audit by NQA on May 24.

Planning is in progress to conduct an audit of the KSC resident offices on May 1. All personnel at the resident offices will be interviewed.

Next MQC Meeting – May 23 (Don Miller/QS40):

The next MQC meeting is currently scheduled for Thursday, May 23, 2:15-4:15 p.m. in Bldg. 4203 Conference Room 1201.

All charts for the MQC are due by Friday, May 10, to Don Miller/QS40, with a copy to Mary DeMurray/HEI. The dry run will be conducted during the MMS meeting on Wednesday, May 15.

Organizations were reminded again that they need to ensure initial and continued updates of the new Balanced Scorecard and Customer Satisfaction websites by the designated personnel in each organization. Status of these activities will be included as part of the MQC presentation.

Internal Assessment Supervisors/Team Leads Checklist (Don Miller/QS40):

A memo to the Directorates/Offices to initiate self-assessments in preparation for the upcoming NQA audit has been prepared. The self-assessments should focus on awareness of quality objectives, continual improvement, customer satisfaction, and the Marshall Values. The internal audit process and past NQA audits have shown that these are areas that need improvement in many organizations. A brief checklist will be provided to assist with this activity. A second checklist based on clauses selected for the May audit has also been prepared and may be used as applicable by each organization.

The two checklists will be made available on the ISO 9000 home page. The memo and checklists will be issued from Axel Roth/DE01.

Other:

James Wyckoff/TD03 inquired about the status of the MSFC Values poster. The present status is not known. Don Miller/QS40 committed to find out the status and contact the Organization Representatives.

Jim Carter/AD01 expressed thanks to the team for their continued support of ISO 9001. Jim mentioned that there had been a question from Goddard during the NASA Administrator's briefing earlier this week as to whether or not the Agency would continue with ISO. Mr. O'Keefe stated that he didn't know but would be looking into it. Axel Roth/DE01 expressed his thoughts about the value of ISO 9001. We have to have a system of some type, and by and large, not only for MSFC, but for the other Centers, ISO is worthwhile. Axel also stated that he likes having audits performed by an external party – it is the only reason that ISO is working.

The next MMS meeting will be on Wednesday, May 8 at 1:00 p.m. in Bldg. 4200/409.

There were no other issues for record.

*Mary DeMurray, for*

Don Miller  
ISO 9000 Coordinator

Enclosures:

1. Roster of Attendees
2. Meeting Agenda
3. RCAR Status Charts

Distribution:

Team Members

# ISO 9000 IMPLEMENTATION TEAM MEETING

WEDNESDAY, APRIL 24, 2002 LOCATION/ TIME: BLDG. 4200/409, 1:00 P.M.

MEETING ATTENDANCE: [Please Check (X) Your Name to Record Meeting Attendance.]

<u>NAME</u>	<u>ORGANIZATION</u>		<u>PHONE</u>	<u>FAX</u>
<b>Center Operations Directorate</b>				
<u>Jim Carter</u>	AD01	(ALT)	544-6630	544-5893
<u>Linda Carpenter</u>	AD02	(MEM) AFGE	544-8236	544-5867
<u>Dan Adams</u>	AD10	(MEM)	544-1614	544-8259
<u>Allen Elliott</u>	AD10	(ALT)	544-0662	
<u>Lucy Boger</u>	AD21	(MEM)	544-0320	
<u>Mark Hyder</u>	AD22	(MEM)	544-8821	
<u>Lana Cucarola</u>	AD30	(MEM)	544-0096	544-8752
<u>Annette Tingle</u>	AD30		544-4522	544-8752
<u>Amanda Rasco</u>	AD33		544-4511	544-8752
<u>Deborah Wills</u>	AD33	(ALT)	544-4525	544-8610
<u>Lisa Adkins</u>	AD40	(MEM)	544-7546	544-6570
<u>Dawn Cross Stanley</u>	AD40		544-1835	
<u>Polly Edwards</u>	AD50	(MEM)	544-4536	544-2101
<u>Brad Garland</u>	AD50	(ALT)	544-4537	
<b>Customer &amp; Employee Relations Directorate</b>				
<u>Pat Shultz</u>	CD20	(ALT)	544-7559	544-4809
<u>Caroline Wang</u>	CD30	(MEM)	544-3887	544-6030
<u>Michael McLean</u>	CD40		544-0397	
<b>Director's Office</b>				
<u>Axel Roth</u>	DE01		544-0451	544-xxxx
<b>Engineering Directorate</b>				
<u>Terry Roberts</u>	ED16	(MEM)	544-3717	544-0900
<u>Pat Layky</u>	ED12	(ALT)	544-3481	544-3098
<u>Jim Lindsay</u>	ED20	(MEM)	544-1301	544-0236
<u>Craig Garrison</u>	ED27	(ALT)	544-7197	544-8838
<u>Rich Wegrich</u>	ED35	(MEM)	544-2626	
<u>Richard Lamb</u>	ED37	(ALT)	544-1037	544-4307
<u>Herb Shivers</u>	ED43	(MEM)	544-8903	544-9614
<u>Sonya Hutchinson</u>	ED42	(ALT)	544-3312	544-5178
<u>Margaret Alexander</u>	ED44	(ALT)	544-6964	
<b>Flight Projects Directorate</b>				
<u>Jackie Steadman</u>	FD10	(MEM)	544-1940	544-5590
<u>Jack Stokes</u>	FD22	(MEM)	544-1764	544-5194
<u>Steve Meacham</u>	FD30	(MEM)	544-0241	544-4393
<u>Bill Mordan</u>	FD40	(MEM)	544-2011	
<b>Chief Counsel</b>				
<u>Jim Frees</u>	LS01	(MEM)	544-0017	544-0258
<u>Abbie Johnson</u>	LS01	(ALT)	544-0014	544-0258

**Space Shuttle Projects Office**

____ Jeff Spencer	MP21	(ALT)	544-7498	544-7713
____ John Pea	MP71	(MEM)	544-8437	544-5799

**Equal Opportunity Office**

____ Billie Swinford	OS01	(MEM)	544-0087	544-2411
____ Charles Scales	OS01	(ALT)	544-4927	544-2411

**Procurement Office**

____ Ray Woods	PS10	(MEM)	544-0384	544-3223
____ Jerry Williams	PS10	(ALT)	544-0295	544-4401
____ Jim Young	PS10		544-0362	544-3223

**Safety and Mission Assurance**

____ Amanda H. Goodson	QS01	(MEM)	544-0043	544-2053
<i>JHA</i> Terry Hamm	QS10	(MEM)	544-7402	544-3241
<i>JHA</i> Mark Strickland	QS10	(ALT)	544-7432	544-4155
<i>JHA</i> Don Miller	QS40	(MEM)	544-8361	544-4857
<i>JHA</i> Kerry Warner	QS40	(MEM)	544-7350	544-4155
<i>JHA</i> Warren Woods	QS40	(MEM)	544-2275	544-5685

**Office of Financial Officer**

____ Peggy Williamson	RS24	(ALT)	544-3357	544-5863
____ Sharal Huegele	RS30	(MEM)	544-7286	544-9055

**Science Directorate**

____ Tom Fleming	SD01	(ALT)	544-3962	544-5975
<i>X</i> Steve Lambing	SD12	(MEM)	544-2277	4-7710
____ Robin Henderson	SD10	(ALT)	544-1738	544-8369
<i>SLD</i> Lloyd Love	SD20	(MEM)	544-7702	544-2559
____ Cassandra Thompson	SD30	(MEM)	544-3993	
____ Clark Darty	SD40	(ALT)	544-2728	544-5892
____ Tom Dollman	SD40	(MEM)	544-6568	544-8500
____ Melanie Bodiford	SD44	(MEM)	544-2067	
<i>MSP</i> Mike Purvey	SD44	(MEM)	544-3592	
<i>MR</i> Mike McCollough	SD50	(ALT)	544-4368	544-5800
<i>MR</i> Ed Reichmann	SD50	(MEM)	544-7603	544-5800
<i>MR</i> Tim Miller	SD60	(MEM)	922-5882	922-5823
____ Diane Samuelson	SD60	(ALT)	922-5832	922-5723
<i>MR</i> Tommy L. Thompson	SD72	(MEM)	544-3489	544-2659
____ Roy Young	SD70	(ALT)	544-4965	544-2659
____ Wes Darbro	SD92	MESA	544-7742	544-2559

**Space Transportation Directorate**

<i>JWA</i> James Wyckoff	TD03	(MEM)	544-7922	544-0300
<i>JWA</i> Vance Houston	TD30		544-0020	
<i>JWA</i> Ed Reske	TD64	(ALT)	544-1753	544-1215
____ Gaines Watts	TD73	(MEM)	544-1455	

**2<sup>nd</sup> Generation Reusable Launch Vehicle Program Office**

<i>MC</i> Charles Chesser	UP01	(MEM)	544-0107	544-2053
____ Bruce Morris	UP01	(ALT)	544-2237	544-5095
____ Nikhat Shahzad	UP		544-2496	

_____ Bob McKemie	VS10	(MEM)	544-2266	544-5178
_____ Neil Rainwater	VS10	(ALT)	544-8918	544-5178

Contractors					
<u>1410</u>	Mary DeMurray	HEI	(MEM)	544-1342	544-4470
	John McPherson	HEI	(MEM)	544-7479	544-9257
	Randy Reed	HEI	(MEM)	544-6056	544-4470
<u>132</u>	Jim Thomason	HEI	(MEM)	544-3303	
	Tom Wilson	HEI		544-7267	
	Jeff Robinson	SCSC	(MEM)	544-4589	544-8990

[illegible]

PAC OPEN RCAR ACTION TRACKING

**April 24 2002**

**Delinquent to POC**

Items in CAB or DCB out of POC control

QA #	RCAR #	DR/QD /QC Init Date	PAC AE	Evaluated for RCAR	Project / Org	POC Name	POC Date Due	Latest POC Respns	Last CAB Date	Last CAB Finding	Last Action	Next Action Required	Response Status
QSDN-131	177	10/11/01	Thomason	10/18/01	ED10	<a href="mailto:jerry.hudgins@msfc.nasa.gov">jerry.hudgins@msfc.nasa.gov</a>	11/1/01	10/18/01			03/01/02 Closure rationale revised by Szymczak	03/15/02 Closure Waiting on DCB.	Yellow in DCB
Problem		Various discrepancies between 96m drawings, parts list, and parts serialization on PA Power Module Assembly. Rationale Under review in PAC <b>MSFC-STD-555</b> will be changed to correct this problem Assigned to D. Szymczak et al for evaluation on changes to MSFC-STD-555 Resolution will have to clear DCB before closure											
DR7050, 7051, 7052	181	1/2/02	Thomason	1/9/02	SD44, MSRR	<a href="mailto:Jim.Hester@msfc.nasa.gov">Jim.Hester@msfc.nasa.gov</a>	1/23/02	3/19/02			03/20/02 Clsoure to CAB	04/03/02 Closure Approval	Yellow in CAB
Problem		<b>DR7050, 7051, 7052</b> all are related to a manufacturing problem or build problem of the same nature from the same vendor. Vic Scheuplein is investigating the problem from QC10 aspect. A letter has been sent to vendor. The vendor has been change to one who can produce the correct hardware. Closure rationale submitted to CAB											
QSDN-133	182	1/24/02	Thomason	1/30/02	PS01	<a href="mailto:ray.woods@msfc.nasa.gov">ray.woods@msfc.nasa.gov</a>	2/13/02	3/19/02			03/19/02 Re-assigned to Ray Woods per Terry Hamm	04/01/02 Document approval by DCB	YELLOW in DCB
Problem		Different interpretations of <b>MWI - 5113.1</b> (Credit Card Operating Procedures) Amanda Goodson assigned Terry Hamm to work the problem and it has been assigned to Ray Woods to modify MWI 5113.1. Changes to MWI5113.1 in work and will require DCB approval before closure can be placed in CAB.											
		Open RCARs = 3											